

**REPLY UNDER 37 CFR §1.116  
EXPEDITED PROCEDURE  
TECHNOLOGY CENTER 3600**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**Applicants:** Crossgrove *et al.* **Conf. No.:** 9190  
**Serial No.:** 10/688,039 **Art Unit:** 3625  
**Filing Date:** 10/17/2003 **Examiner:** Zimmerman, Matthew  
**Title:** SYSTEM, METHOD AND PROGRAM  
PRODUCT FOR MAINTAINING ITEM  
REQUESTS **Docket No.:** END920030050US1  
(IBME-0091)

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AFTER FINAL AMENDMENT**

Sir:

**I. INTRODUCTORY COMMENTS:**

This paper is being filed in response to the Final Office Action dated August 28, 2009.

Please amend the above-referenced patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims that begins on page 2 of this paper.

**Remarks** begin on page 8 of this paper.